

KanCare Advisor

This monthly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

March 5, 2013



Message from *Director of Medicaid Services, Dr. Susan Mosier...*

Recently Lt. Gov. Jeff Colyer, M.D., and House Minority Leader Rep. Paul Davis partnered to write and submit to Kansas newspapers an editorial on the progress of KanCare and how our providers and consumers are assisted by the two lead Medicaid agencies—KDHE and KDADS—and, more directly, the three KanCare health plans. Dr. Colyer and Rep. Davis are keeping a close watch on the work of our KanCare program to ensure that beneficiaries are receiving the medical care they need and providers are getting compensated for their work. Here is an excerpt from their Feb. 17 editorial:

“A transition this big is hard, and there will be challenges. We want to make sure patients are protected and providers continue to see those they serve. After eight weeks, the transition has gone smoother than either of us expected, and we are dedicated to continuing this accountable transition. To make sure Medicaid patients are protected, Kansans can change their insurer until April 4 and again at the end of this year. Each KanCare insurer offers a different benefit plan, so one may be better for you.

The state also has expanded its access lines. Consumers can get their specific questions answered any time of day by calling the consumer assistance line at 866-305-5147. If providers like doctors and hospitals need assistance they can call 800-933-6593. We want to make sure there is accountability and input on every level of the program. We support bills to provide oversight of KanCare by the Kansas Legislature. The Kansas Department of Health and Environment has an advisory panel of citizens, providers, and stakeholders. Each insurer also implemented a similar advisory panel. And the Federal government is involved at every level too.

And as always, we encourage citizens to contact their legislators as well as either one of our offices with KanCare related questions at www.Kansas.gov.

Not only do these access points enhance person-centered care, they also enable the state and the three health plans to address issues head-on. By creating a Medicaid program that is consumer and provider driven, we want a program that is responsive. We don't want the same problems to recur year after year. As we transition nearly 370,000 Kansans into KanCare, we hope that you engage the process through and not assume that no one is there to help. No one expects such a sizable transition to be issue-free, so we must work together to get the job done—because in Kansas, that is what we do.”

Upcoming Events

Rapid Response Calls now held weekly— Beginning March 7, the Rapid Response Call will be held once a week, each Thursday, from 9-10 a.m. During this call, we welcome consumers, providers and other stakeholders to join the phone line and ask questions about their individual needs as they pertain to the transition to KanCare. Issues discussed on each call have been tracked in the State's KanCare Implementation Issues Log, which you can find online. Call 1-877-247-8650 and use ID code 79687456. We will continue to offer the rapid response call on Thursdays through June 27.



Reminder: KanCare Advisor now published monthly—The *KanCare Advisor* has moved from a biweekly publication to being published once a month. We will continue to update the [KanCare website](http://www.KanCare.org) with the very latest information you need about the program.

Some Educational Meetings Rescheduled— Thanks to Mother Nature, a number of KanCare educational meetings for providers and consumers were cancelled, including stops in Dodge City, Hays and Wichita. The good news is that we're working now to reschedule some of these meetings! If you are a provider, continue to check [here](#) for new meeting details. If you are a consumer, check [here](#) for new Consumer Events. Additionally, you will soon be able to view online all of the presentations from one of our tour stops. A video and transcript will be made available on the KanCare website by March 8. You'll be able to find in in the “Provider” and “Consumers” Events sections of the website.

KanCare Educational Sessions for Nursing Facilities

In a continued effort to ensure all KanCare populations are informed about their new Medicaid delivery system, state staff and health plan representatives have made their way around Kansas to visit adult care facilities. Presentations about how KanCare works and the program's benefits were offered to residents of nursing homes and their families.

A number of recently scheduled visits were cancelled due to inclement weather. We hope to reschedule those soon.

Administrators and operators of long-term care facilities may request a DVD copy of a presentation to show their residents. Email your request for a DVD to this address: KanCare@kdheks.gov.



Update: Pilot Project for Persons with Intellectual/Developmental Disabilities Begins

A new pilot project is about to get underway that will allow those with intellectual/developmental disabilities (I/DD) to fully participate in KanCare ahead of the 2014 phase-in date.

Last year, the Brownback administration and the Legislature agreed to postpone including I/DD non-medical services under KanCare but did authorize the creation of a pilot project to allow some of those beneficiaries to begin full participation in KanCare earlier than January 2014.

The pilot project started in March and will last for 10 months. **Participation is voluntary. To sign up, contact Greg Wintle at greg.wintle@kdads.ks.gov.**

Pilot Participation to Date:

17 Providers
400 Consumers



New Workgroups About to Meet

Meetings are about to begin for those stakeholders who had expressed interest in participating in our new KanCare workgroups.

The new groups include one targeted at consumers and the other for providers: the Consumer and Specialized Initiatives (CSI) and the Provider and Operations Issues (POI).

Many of the members of the previous workgroups are included in the new groups. The focus of the groups has changed based on moving from implementing KanCare to improving KanCare.

Visit the KanCare website soon for a complete list of the new groups' meeting minutes and schedules. The information will be located [here](#).

Ombudsman Update

KanCare Ombudsman James Bart continues to work to help consumers and providers throughout the state. He reports a shift with a larger percentage of provider inquiries. Early on, 75 percent of calls were from consumers and 25 percent from providers. The ratio is now closer to 65 percent to 35 percent.

He says providers continue to contact him with questions about billing and payment issues. The health plans are working through the technical features of their programs to ensure a continuation of timely processing of all claims.

Mr. Bart says consumer questions and concerns pertain to eligibility, choice of plan and primary care providers (PCPs). Consumers are concerned that until the contracting process is complete, they cannot change the PCP who appears on their card. He wants to remind our beneficiaries that the provider's name on the card is not the person they are required to see. They may choose any provider prior to April 4, and after that time may select any in-network PCP. Once the selection is made and communicated with the health plan, a new card will be issued.

Mr. Bart is working with the Department for Children and Families to develop a network to help resolve eligibility issues. He's also working on a database to report his activities.

Q & A of the Day

Q: What changes can I expect when the continuity of care period ends?

A: The continuity of care period is scheduled to end on April 4. This is a period of 90 days following the start of KanCare to help consumers and providers move into the new Medicaid program. It also has given health plans and providers more time to finish contracting, and it lines up with the end of the choice period for most members.

During the continuity of care period, providers who are out of network are still paid at 100 percent of the Medicaid rate. That will no longer be the case after April 4, except when the health plans and providers are still working to finalize their contracts. If a provider chooses not to contract with a consumer's health plan, it may mean the consumer will need to get a new provider, unless the provider is willing to be paid 90 percent of the Medicaid rate. However, nursing facilities will continue to be reimbursed at the state-set rate through 2013.

Consumers with plans of care will not see changes until their health plan has met with them and put changes in place. If those new plans are not completed within the first 90 days, consumers' current plans of care will remain in place up to 180 days, or until the new plans are implemented.

KanCare Advisor is published once a month. If you would like to subscribe to this news bulletin, please register with the ListServ group for this publication at <http://listserv.kdheks.gov/>

Governor's KanCare Advisory Council
March 12 from 2 p.m. to 3:30 p.m.
Curtis State Office Building, Room 530

Issues Log Continues to Offer Solutions to Stakeholders

In an effort to quickly resolve issues related to the implementation of KanCare, the State and the three health plans have set up issues logs. Check the logs often to find out if your issue is listed and how it was resolved. Click the icons below to view each issues log.



KanCare External Stakeholder Workgroups

Update

The four external stakeholder workgroups that began meeting in 2012 have all held their last meeting and will be merging with the two new workgroups that have been formed. The meeting minutes for the initial KanCare External Stakeholder Workgroups are posted online in the Advisory Council section of the KanCare website.

Stay tuned for the announcement of the first meetings scheduled for the following two workgroups. It is expected they will begin meeting in late March or early April.

- Consumer and Specialized Initiatives (CSI)
- Provider and Operations Issues (POI).

The KanCare Advisory Council continues to meet, with its next session scheduled for March 12 (details at left).

